



WISCONSIN

DEPARTMENT OF WORKFORCE DEVELOPMENT

Division of Economic Support
Bureau of Welfare Initiatives

**TO: Economic Support Supervisors
Economic Support Lead Workers
Training Staff
FSET Administrative and Provider Agencies
Child Care Coordinators
W-2 Agencies**

**FROM: Stephen M. Dow
Program Implementation Team
Policy Analysis and Program Implementation Section**

BWI OPERATIONS MEMO

No.: 99-40

**File: 1125
1250.15**

Date: 06/03/99

Non W-2 [X] W-2 [X] CC [X]

PRIORITY: Medium

SUBJECT: STATE ONLINE QUERY (SOLQ)

CROSS REFERENCE: CARES Guide, Chapter 9

EFFECTIVE DATE: Pilot 06/11/99; production in July or August, 1999.

PURPOSE

This memo describes changes to the online Social Security Administration (SSA) query process using the new State Online Query (SOLQ) functions. We hope to pilot SOLQ beginning June 1 and move it to production in July or August (depending on the success of the pilot).

BACKGROUND

SSA recently made available the ability to make direct online queries to obtain Social Security Number (SSN) verification, SSA benefit and SSI data on individuals in your caseload. This means immediate response on data which would normally be given to you via the WTPY query and in the monthly BENDEX and SSI matches.

Along with this capability, we have enhanced the DXSN, DXSA BENDEX) and DXSX (SSI) screens and added 4 new ones -- 2 to request the data and 2 that will display historical information on benefits. New screens DXSB and DXSY will be used for WTPY and SSI monthly matches as well as SOLQ, while DXSQ and DXTQ will be specifically to request data through SOLQ.

The new request screens, DXSQ and DXTQ (supervisor use only), can be accessed with an SSN. The screen will be populated with the individual's SSN, PIN, name, date of birth and sex code. The worker will then press enter as prompted and the next screen to display will be an enhanced DXSN screen. DXSN now gives additional error condition data, the alien code, country of origin and residency date. In addition it displays an indicator as to the availability of Title II data (DXSA) and Title XVI (DXSX). Workers can PF to either of those two screens.

MNDX now has a second page to display the new SOLQ screens as well as the others. Page two of MNDX can be accessed using the PF8 key. PF7 returns workers to the first page.

To request dual or triple entitlement information, access DXSQ or DXTQ with the SSN, and fill in the Claim SSN and Benefit Code (BIC) fields.

New fields have been added to DXSA, including date of death and suspension/termination date. A related screen has been added, DXSB, which can be accessed from DXSA by using the [PF17] key. The DXSB screen displays information about the individual's entitlement history and benefits history.

There have also been enhancements to the DXSX screen. In addition to displaying the date of death, the current payment information has been broken down. The federal gross, recoupment and net amounts will be given as well as the state gross, recoupment and net figures. Please note that SOLQ and WTPY data comes directly from SSA, so it will not include state supplement amounts. The monthly match is the only process which provides state supplement information. The screen heading will indicate from which process the data was received.

The SSI history screen is DXSY. It can be accessed from DXSX by using the PF18 key. DXSY displays payment history records from SSA. If state supplement information is shown, it is likely because the individual previously resided in another state for which SSA handled the state supplement. Earned and unearned income information is also displayed as provided to us by SSA. See the help screen for more information about the SSA data shown on the above screens.